

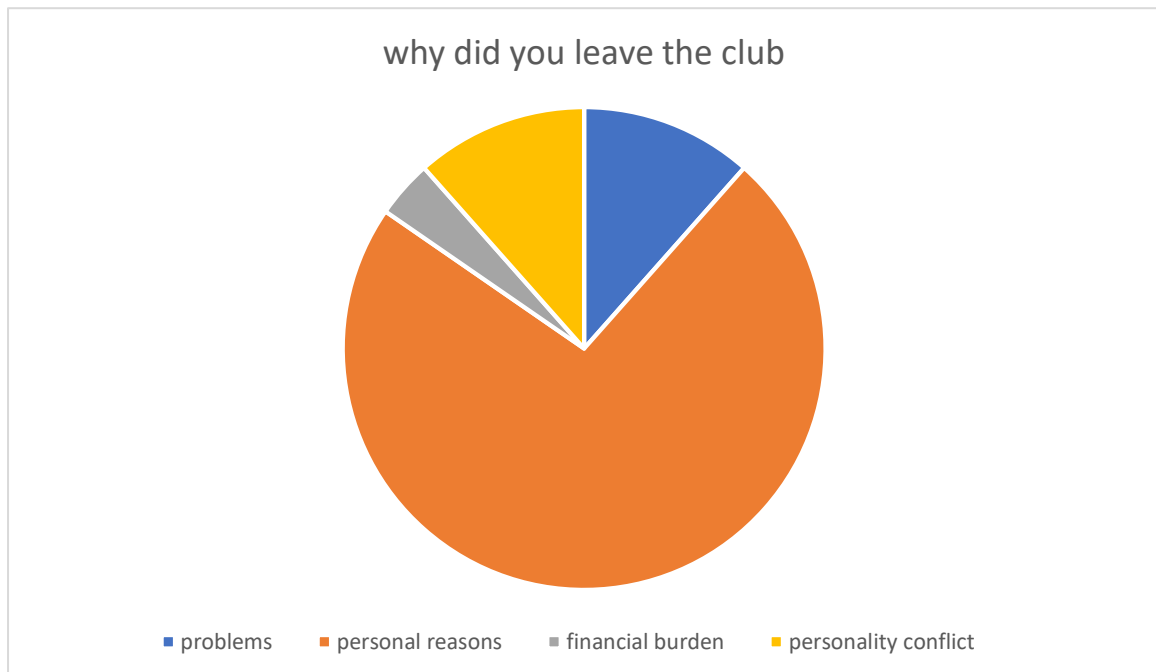


ZONTA
INTERNATIONAL
DISTRICT 22
EMPOWERING WOMEN
THROUGH SERVICE & ADVOCACY

2017 Member exit survey

- The survey was conducted between May and July 2017
- 95 survey forms were sent to exiting members from 22 of 42 clubs
- 33 responses were received representing a sample size of 35%
- 10 questions were asked including
 - Why did you leave the club
 - What did you like about the club
 - What did you not like about the club
 - Would you return
 - Is there anything you could recommend for the organisation
 - How long were you a member

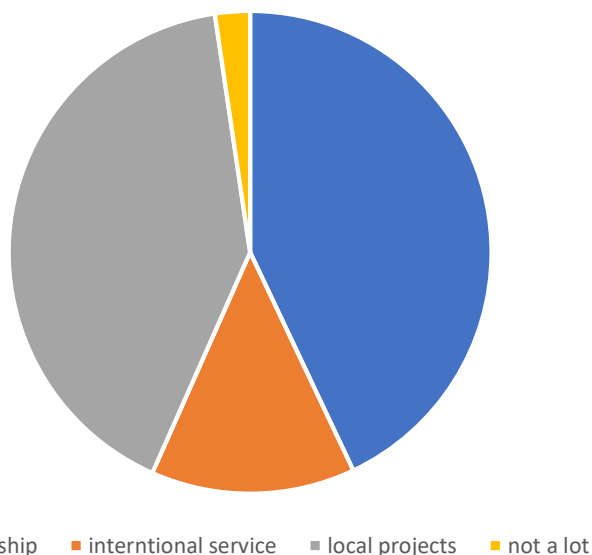
SIGNIFICANT RESULTS:



COMMENTARY:

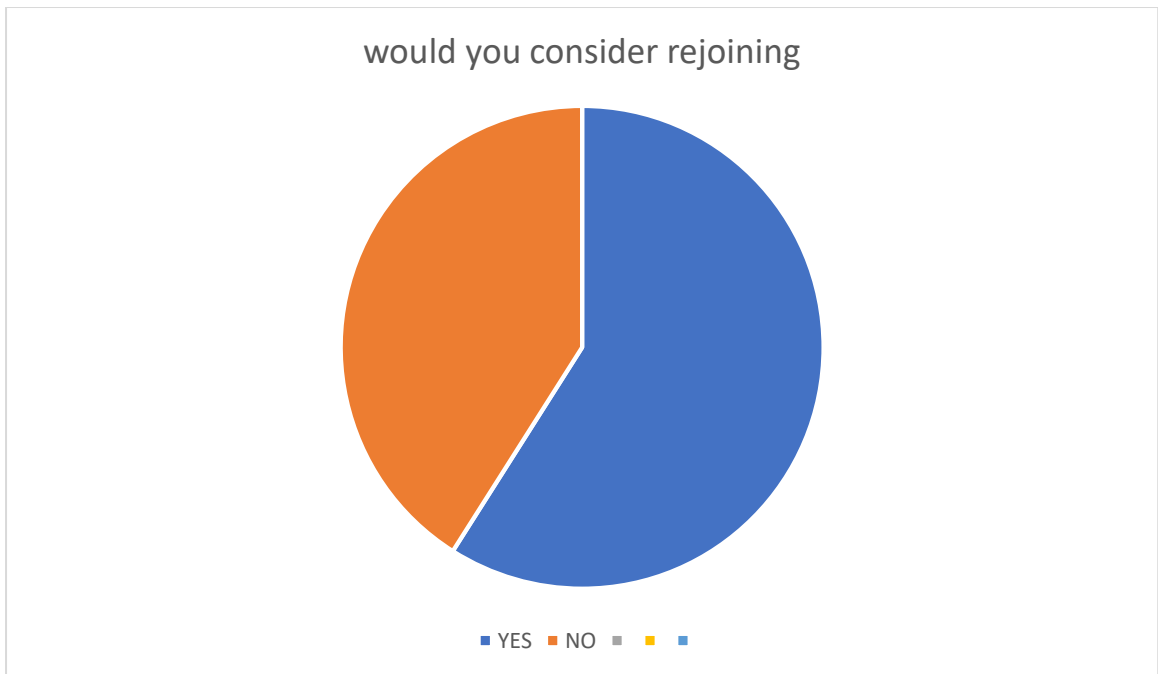
- It would be interesting to hear from the 60% of surveyed ex-members who failed to respond to the survey. It is speculation that these respondents may not have left under happy circumstances

what did you like about the club



Suggestions for improvement:

- Clearer division of clubs fundraising as international national or local
- The Board could meet monthly and if the agenda required club approval then only would a meeting be held. Quarterly meetings would suit most members.
- Nicer people
- How can we get more young women interested in volunteering their time?
- Need to be more social. Working clubs often just have functions to raise money and not to get to know the members.
- Club needs to be welcoming & inclusive of new members
- Streamline processes, Treasurer should use accounting system.
- strengthen personal ties between members
- I am happy to give my time and expertise to any cause but when you have to pay for the opportunity to do that it gets onerous. I was not happy about the zonta fees were getting higher.
- A lot of pressure to always do stuff and meetings. Really enjoy just meeting with like minded women and sharing stories and guest speakers. It became hard work rather than enjoyable
- new members should be encouraged and an attitude of positive acceptance of the new fostered. There should be more social activities so that members get to know each other much more closely as we have so much in common and many women are highly intelligent and capable with hidden resources and talents that can be profitably mined in service to women.
- Additional information sessions giving details of the aims and objectives of Zonta. During meetings long term members speak about projects etc but do not provide additional information. Reduce meeting times.
- be more open to different ideas
- training for board members to understand roles and responsibilities



FURTHER COMMENTAY

- 10 of 32 indicated they would consider joining the newly established e-club
- The majority of respondents had less than 2 years membership
- Those who had long membership (over 10 years) all indicated they would consider re-joining if circumstances were different
- All respondents provided their names and previous club name

All results will be shared with the District Membership committee for further discussion.

Sandy Venn-Brown
Lt Governor
5 September 2017